

Gateway House Call BeReady Checklist

Plasma TV and Home Theater Installation

You'll be ready if:

- An adult is present for the duration of the installation. Gateway recommends close observation to receive maximum value.
- You decide on the location of your new Plasma TV prior to the technician's arrival. You are required to have enough power supply available, including an electrical outlet within 4 feet of where the Plasma TV is placed. We are unable to add or move electrical outlets in your home. We also recommend you have a surge protector to protect your investment (available from Gateway).
- You have ordered all the additional accessories required for your new systems, including cables and stands, and have them available at the time of your installation. Technicians will not have additional product with them. (If you need additional cables, please contact your sales advisor.)
- For site surveys that may result in custom services*, the responsible party for the residence is present for the duration of the installation. This person must authorize work, such as drilling into walls, and have a credit card available to purchase the custom services. *If you require a second appointment for custom work, you will be charged a \$99 trip charge.*
- You have the manuals for the devices you wish to connect to your new Home Theater equipment at the time of your installation.

We'll be ready to:

- Deliver your plasma TV and other Home Theater equipment to your home and unpack all equipment and inspect for cosmetic damages.
- Remove your existing TV, up to 32" screen, and move it to a location in the same room within your home.
- For customers who have purchased a site survey*, complete the survey and provide you with a custom quote on the services you require. If you chose to complete the custom installation, we'll verify credit card payment and complete the service.
- Install the Plasma TV and Home Theater equipment in the desired locations and connect your cable, satellite or antennae service to the best of our ability.
- Reconnect your existing Home Theater equipment to the best of our ability, and verify that the new devices are working properly.

Customer Signature upon completion _____ Date _____ Time _____

Technician Signature _____ Date _____ Time _____

Your Installation Information

Day _____ Date _____ Arrival Time Window _____
24 Hours advanced notice required for all cancellations

Reference Number _____ Scheduling Phone Number _____

Gateway Order # _____ Customer ID _____

We'll call the day prior or morning of your scheduled appointment to verify:

- The time of appointment
- Your address and directions (if needed)



Please contact us at **1-888-737-6949** for questions or concerns regarding your service.

P/N: 8508917

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